



Transport Feedback Report

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Do you feel the process for applying for transport for your young person is easy to navigate?

● Yes
● No

6
6



Parent Carers feel that the information provided around SEN transport and the application process is not clear enough. A separate route for parents of SEN children/ young people would make the process easier:

There isn't enough information, I was applying for Post16 but had to apply as if she was Neurotypical and found it really difficult to contact anyone. SEN should surely be dealt with separately.

Applying is fine, I had no idea how the process worked, time frame or anything and no one in the travel team advised us just received an email confirming we was eligible

The application form does not have enough questions/ sections to fill in all young persons' needs

Timeframes and deadlines also make the process difficult to navigate:

The process was made difficult because the days that my daughter attends college were not confirmed until two days prior to when she needed transport. The Transport Team stated that they needed ten days' notice to arrange her transport.

Parent Carers expressed that they do not feel their children/ young peoples needs are being put first:

Refused due to me changing my daughter's school too meet her needs

first my son was told to go to a school without a 6th form

Parent Carers did express some positive experiences relating to transport:

This was put in place many years ago, I don't recall having to do anything

Was easy, and was granted a personal budget thank you

Takes a long time but straightforward

If you had any questions or concerns relating to transport for your young person, were they able to resolve this?

● Yes 6
● No 6



Were you happy with the service you received from the transport team?

● Yes 6
● No 6



Parent Carers feel that call handlers were not understanding of their situation and were not always very considerate of the child/ young persons needs. From feedback from Parent Carers it seems that there has also been issues with making contact with staff who deal with transport and that wait times for responses require improvement:

I spoke to a number of people at SEN Transport who were extremely rude. They also lacked any knowledge around legislation relating to SEN Transport and dismissed any of my concerns when I questioned why they were basing their decisions off wrong information.

The transport team were unhelpful and dismissive on the telephone when we asked if our child could be supported with medication for asthma. We were told to ask family or friends to take our child to school as our jobs meant we could not do the school run. This was not possible and one of us had to reduce hours at work to do the school run.

would answer emails had to get X to email more than once to get them to respond

Incredibly difficult to speak to anyone except the call handler/receptionist. The wait was so long to hear any information and she was getting more and more anxious - as if she was already struggling enough with the change of going to college - and the complete lack of understanding and empathy was really frustrating

and upsetting. I just kept being told they were dealing with it in order, well that couldn't be the case as I applied and then paid for transport within minutes of receiving the emails. In any case surely SEN children should be prioritised in order to give them a chance of preparing and reducing anxiety?! Finally - two weeks after she started college - they told me she had transport and they knew the provider but said they wouldn't tell me until a couple of days before...that's crazy??!! Meanwhile our daughter had a very difficult and confusing start to college with us having to transport her, my husband taking time off work, and the usual routine she will follow not being in place. Now transport is up and running we are effectively having to start afresh in college - to her it's like a whole new start. So her anxiety and her struggles have been magnify and extended because Transport lack the basic understanding and empathy. This has a knock on effect to our whole family and it's not okay.

Although our travel budget was sorted out eventually the process was slow , and the team are unhelpful when you phone often saying " well we are very busy" first payment didn't arrive beginning of the month took a further 2 weeks to sort out and sending in a complaint

Feedback also highlighted an issue with transport if the child/ young person was not accessing education full-time

We needed one afternoon a week only and were turned down. We thought taking less would be a good thing but told if it was full time it would have been approved

There was also positive feedback about Parent Carers experience of speaking to staff regarding transport:

Very smooth service

Lovely staff, so helpful

And positive feedback about the company providing transport:

The driver and escort have been consistent for years, any staff changes in escort have been with a pool of workers. We are told.in advance of any known staff changes.

Have you secured transport for your young person (if they are entitled)?



Because I changed her school to meet her needs

My child used to access transport to specialist school but was diagnosed with a medical condition- asthma. The transport team said that he could not take his inhaler on the bus to use or be supported to use the inhaler. Transport told us to transport our child to school ourselves and we could apply for a transport budget. This has had an impact on our jobs.

We needed one day only and were turned down

was told even though he has a diagnosis he cannot have transport as he has not got an EHCP this is waiting to go to tribunal

We get a travel budget for both boys as drive them ourselves

Please provide any feedback on how you feel the service could be improved

Parent Carers feel that staff should receive further training and be aware of up to date requirements to qualify for transport:

They really really need to understand the needs of SEN children. This is not a new situation we had similar issues when she was younger, and I'm shocked that they've not pulled their socks up. Even the general public have more empathy and at least try to understand! You would've thought that a service providing transport to so many SEN children for so many years would be capable of training and having a decent level of understanding. Frankly it's shocking at best, and it's damaging and dangerous.

TRAINING! on SEN legislation and how to talk to parents- and understand the stress parents are already under! The waiting times are also ridiculous to get through, staff say they will call back and they never do.

Parent Carers also feel that staff should have training to raise awareness of life as a Parent Carer and be more empathetic:

Showing empathy for parent carers in difficult situations and escalating problems with the service so that other services can help solve issues for young people with special educational needs and disabilities rather than being fobbed off to do the transport yourself.

Response time has also been raised as a concern:

service is dire no one answers the phone or emails took months. also, they need to know where 6th forms are and need to be polite and not rude. We had a very bad experience tell you to send your child to a school that does not have one not tell you a school that does not have one is your nearest.

Other feedback:

More children should be able to have transport

Brilliant experience

Offer flexible days!

Better communication